

Infrastructure as a Service

SAN / NAS Storage

NITC can provide a virtualized and highly-available disk storage infrastructure.



Service Description

The NITC Storage Area Network (SAN) / Network Attached Storage (NAS) service provides a robust disk storage infrastructure for Collocation, Managed Hosting, and Cloud Service customers. NITC exploits storage virtualization technologies, strict standards, and economies of scale to enable rapid delivery of cost-effective, fully-managed disk storage cost/performance options.

What is Included

- Enterprise-class virtualized disk storage controllers
 - High scalability
 - High performance
 - High availability
 - Robust data replication and migration features
 - Local disk cloning
 - Remote replication for disaster recovery
 - Primary Disk – Continuous
 - Backup Disk – Manual or Scripted
 - Three virtualized disk storage options
- Redundant SAN architecture
 - Dual-fabric architecture
 - Enterprise-class directors and switches
- Highly-available NAS infrastructure
 - Utilizes same virtualized disk architecture
 - Supports both NFS and CIFS file sharing
 - Robust data snapshot/replication technology
- Security of mission-critical data provided through management of access rights
- Periodic technology refresh
- Fully secured data access and inheritable controls
- Proper disposal of failed data components
- Disaster recovery support for replicated data
- Dynamic load balancing path management software
- Recommended Backup/Archive services are also available

Disk Storage Options

Option	Performance	SAN	NAS	Application Type
Tier 1	Best	x	x	Performance Sensitive
Tier 2	Better	x	x	Typical Applications
Tier 3	Good	x	x	Backup and Archive

How We Charge

Charges are based on connectivity requirements and actual disk allocations by tier.

Price drivers:

- Number of SAN/NAS ports utilized
- Storage Allocation in Gigabytes
- Additional charges may apply for storage allocation associated with any local or remote replication

Service Level Metrics

Measure	Target SLA
Infrastructure Monitoring	24 x 7
Incident Response	24 x 7
Infrastructure Availability	99.999%*

*Target availability does not include any scheduled downtime and requires dual SAN/NAS connectivity to the storage infrastructure.

Cost Saving Tips

- Utilize disk storage tiers appropriately
- Utilize provided path management software or native Operating System capabilities
- Utilize NAS solutions for highly available file sharing
- Proactively inform NITC of disk storage requirements

Additional Information

- Collocation customers must maintain operating system, HBA driver, HBA Firmware, and Path Management Software interoperability
- Collocation customers must support periodic maintenance activities by verifying path availability before, during, and after maintenance procedures
- File system and database recovery procedures are typically required for Disaster Recovery